COMMONWEALTH *of* VIRGINIA

DEPARTMENT OF
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MEMORANDUM

To: DBHDS Licensed Private Providers
From: Background Investigations Unit

Date: July 18, 2023
Re: Instructions for Implementation of Background Check Contacts and Contact IDs assigned on the CONNECT Provider Portal.

Purpose: This memorandum is to provide information and directions on making the needed changes on your provider CONNECT portal. As previously communicated, a change has been implemented within the CONNECT Provider Portal as it relates to Background Check Contacts and Contact IDs assigned. Please follow the directions below as soon as possible to ensure you do not experience any delays in receiving background check eligibility letters or in scheduling appointments with Fieldprint.
IMPORTANT: These steps only apply to organizations that have more than one background check contact (i.e., more than a 001 Contact ID). If you are not sure whether your organization has multiple Contact IDs or not, please follow the steps below to confirm.
These steps are to be completed by the Main Authorized Contact or by the primary Background Check Contact for the organization.
1. Login to the CONNECT Provider Portal and click on Background Checks in the Menu.
2. On the Background Check Status screen, choose Manage Background Check Contacts.
3. Review the list of contacts on this screen. Each Background Check Contact should be listed only one time and have only one Contact ID associated with their name.
    a. If your agency previously used multiple Contact IDs for a single contact to differentiate eligibility letters by location or by service, you will no longer be able to utilize the Contact IDs in this way. You will need to designate a separate person for each Contact ID.
4. If any Background Check Contact's name is listed more than one time, click to remove the duplicated contact name listed, keeping only the contact's name that has the Contact ID you want to keep affiliated with that person.
5. If you need to add additional Background Check Contacts to re-assign Contact IDs that your organization wants to keep, please review the How Do I Manage Background Check Contacts training video available on the Provider Portal Dashboard for guidance on the updated functionality in the CONNECT Provider Portal for adding Background Check Contacts and re-assigning previously used Contact IDs.

6. If you need assistance managing your organization's background check contacts, please submit a CONNECT Help Desk ticket at https://dbhds.virginia.gov/clinical-and-quality-management/office-of-licensing/

7. If your organization has multiple Contact IDs assigned to one contact and you do not correct this information, you may experience issues in receiving eligibility letters and scheduling appointments with Fieldprint.